



# Iberia

## NDC Newsletter

2023 December



# iHola!

December 2023

- ✓ IB NDC ends 2023 with a steady and continued increase of the adoption, backed up by our partners and the improvements in our API NDC proposal. This year we've welcomed **7 new partners** and launched capabilities to improve our NDC proposal.
- ✓ We have developed new capabilities such as the **Up Selling, fare family combinability and Cancel and 100% refund** in case of involuntary changes.
- ✓ We have also increased our fare product catalog with **Humanitarian, Marines, SPORT, and Hola Madrid** fares on top of the Tour operation, VFR, Seat Only...
- ✓ Ancillaries such as **Priority Boarding, Special Equipment** and **additional bags** of 15kgs and 32Kgs are now available only for your clients through NDC.
- ✓ **Thank you all** for accompanying us in this travel, **IB NDC Team**



# Connection Options



**Freedom of choice is important, so, you choose how to connect to either Iberia or BA NDC Services.**



## Direct Connections

To develop your own connection directly to our Iberia API, follow these steps:

- Visit [Mashery Username](#) to create your Mashery User ID.
- Submit the [Registration Form](#) selecting Direct, full fill your data and select "Pre-Live Plan" to get access to our Sandbox.
- For more information regarding IB NDC API please visit [IB NDC API Documentation](#)
- To develop a direct connection to British Airways API, go to: [ndc.ba.com](https://ndc.ba.com)



## Through an aggregator or service provider

To connect through the services of an Aggregator / Technology Provider that is already certified with Iberia:

- Send the [Registration Form](#) selecting via third-party Service Provider connection, full fill and submit the form.
- For a list of Aggregators/technology providers already certified with Iberia, see next slide.
- For information on technology providers connecting to British Airways, please visit: [ndc.ba.com](https://ndc.ba.com)



## Through IAG Portal

IAG offers a free alternative to access NDC content through a Travel Agency Web Portal. For IB it 's available only for Leisure segment.

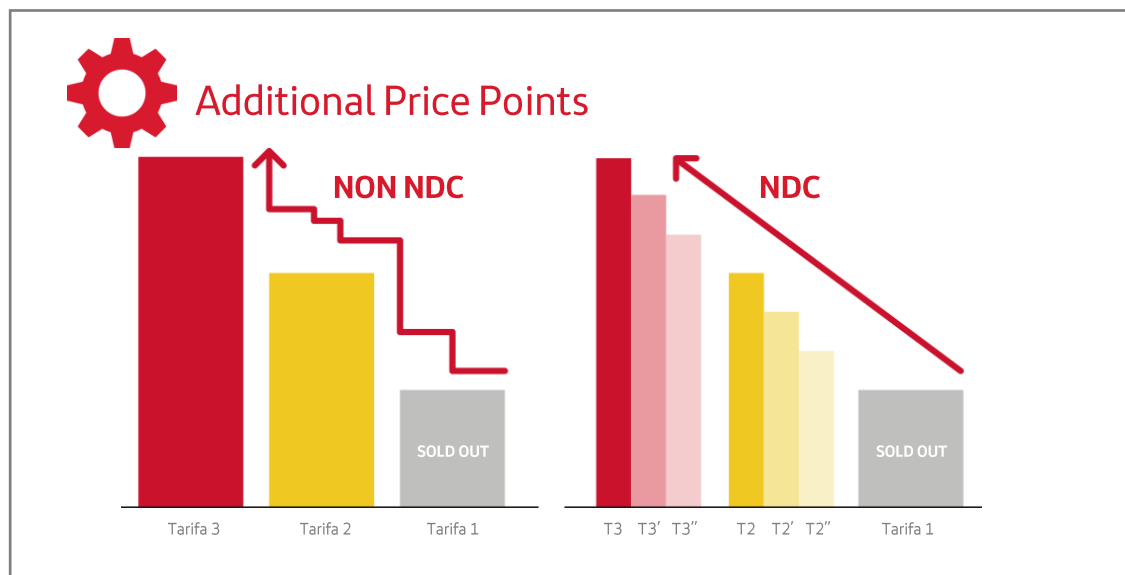
- Send the [Registration Form](#) selecting **IAG Portal** as Service Provider
- After registration register here your Agency and users [agencyportal.iag.cloud/register](https://agencyportal.iag.cloud/register)
- Check with your Iberia or British Airways account manager to find out if the IAG portal is available in your market.



# Content differentiation



Using **Iberia NDC**, Travel Agencies may have access to **differential** prices and content. It is thanks to the power of this **new distribution channel** that we can provide more **flexibility and capabilities** to our clients and adapt our products to match our common **customers' needs**.



No DTC

Payment with Voucher IB

TKTL

**Ancillaries**

- 9 bag pieces
- 15, 23 and 32 kg Baggs
- Priority Boarding
- Sporting Equipment Golf, Bicycle, sky)

Final Price commitment

NDC-Only Net Fare Products

NDC exclusive offers

Cool-off period

No ADMs



# NDC Capabilities

## Shopping

### Search for Iberia fares and offers

#### Search:

- **Public fares**, including APPs (additional fares)
- **Private holiday fares** such as VFR or Tour Operation, Sport, Entertainment, Humanitarian, Marines...
- **Private corporate fares**, including APPs
- **Seat Only fares** for authorized agencies.



Upselling offers combining all fare families.

In addition, ask for the **cheapest fare result** of combining different families.



Add **multiple passengers** and **multiple passenger types** (adult, child, infant) on different **journey types** **OW, RT, Multicity and Open Jaw**.

IB Prime Flights, Codeshare and Intramodality (Bus and Train only in Spain)

#### With a Spanish IATA apply for discounts for:



Residents (available only for the Spanish market).



Large families (available only for the Spanish market).



Use your client **Iberia Plus frequent flyer** number to receive the benefits associated with your tier level and earn AVIOS.



Enter your client oneworld carriers **FFs** and **OnBusiness programme** for earning points.

# NDC Capabilities

## Ordering

## Create your booking and issue tickets



Create **instant purchase** bookings and **on-hold** to issue later  
Add free seats to a on-hold booking



Purchase Priority Boarding and Special Baggage



**Purchase of luggage** (up to 9 pieces for 15, 23 and/or 32Kgs) and/or **selection of paid seats** (for instant payment only).



### Accepted forms of payment:

- **BSP/ARC Cash** (with BSP reporting and settlement, including basic commissions).
- **Credit card** (Visa, Mastercard, Amex, Dinners, UATP and ELO in Brazil). Sales reported to BSP/ARC for information.
- **Installment payments** in Latin American markets.
- **Iberia Vouchers and Vouchers+Cash** (\*except US and PR markets).



**Add mandatory special services** (SSR) as WCHR.



### Add contact information:

- **Passenger email and telephone number:** for operational notifications and emergency contact.
- **Agency email for involuntary change** notifications.
- You are allowed to choose who receives the e-mails - **the agency, the customer, or both**, and whether to send only the itinerary or itinerary plus price.



Use **up to 30 characters** to add a remark for internal use and for cross-reference purposes.



# NDC Capabilities

## Servicing

## Manage your bookings



**Add extra bags** (up to 9 pieces 23 kgs) **and/or paid seats** to an existing Order (only after issuing TKT).



**Voluntary changes** (before and/or after issuing and with a flown a segment).

- Name Correction (up to 3 characters) for free.
- Changing of schedule, Date and/or Class/Cabin
- Split:
  - to Cancel and refund/void one passengers
  - to change something in one of the pax
- Route Change:
  - Airport within the **same city**
  - **Change the number of segments in a same OnD**
- Changes of FF or Onbusiness number.
- Changes in passenger contact information
- **Cancel and refund/void** all passengers.



**Involuntary Changes:**

- Will be informed to the Agency and to the passenger by email.
- **Cancellation and Refund 100%**



And now we also Inform involuntary changes via **OCN** (OrderChangeNotification).



# Support for Travel Agencies connected to NDC

## Technical and Funcional Support (Direct Connections)



For more information please visit :  
[Iberia NDC Support](#)



Service Desk in JIRA.  
<https://id.atlassian.com/login>  
With your provided JIRA user.



Onboarding doubts at  
[IBNDC.Onboarding@iberia.es](mailto:IBNDC.Onboarding@iberia.es)

## IB NDC Latest News



Monthly Tarde Newsletter.



Exclusive Comms with new capabilities.



Visit [iberiagencias.com](http://iberiagencias.com)

## IB NDC Support for Travel Agencies

- ➔ Travel Agencies can use IAG Portal as their Servicing Tool in case their Service Provider doesn't provide yet the functionality you need.
  - ➔ For all NDC bookings an exclusive IB NDC **Call Center** is available:
    - Dialing your usual local Call Center number selecting **NDC option** from the touch-tone menu attended the regular business hours **now extended from Monday to Sunday**.
    - In Spain for Spanish IATAs we have a dedicated number attended 24 hours, 7/7 both in Spanish and English.
- 91 9046 357**

## BA NDC Contacts

<https://ndc.ba.com/>





# Service Providers IB NDC - Appendix I



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## IB NDC – Services available through Service Providers

|                          | Shopping |               |           |          |                        |           | Create & Payment          |                |             |              |     |             | Servicing    |              |     |                   |                                   |                       |                    | Special Services |                   |    |             |     |                   |                   |  |
|--------------------------|----------|---------------|-----------|----------|------------------------|-----------|---------------------------|----------------|-------------|--------------|-----|-------------|--------------|--------------|-----|-------------------|-----------------------------------|-----------------------|--------------------|------------------|-------------------|----|-------------|-----|-------------------|-------------------|--|
|                          | Public   | Private Fares | Corporate | Cheapest | Residents Large Family | Upselling | Fare Families combination | Cash (BSP/ARC) | Credit Card | Installments | 3DS | IB Vouchers | Paid Seating | Paid Baggage | SSR | Cancel and Refund | Basic Changes (Schedule, Cabin..) | Split (Cancel&Change) | Agency Service Fee | Name Correction  | Agency Order List | FF | On Business | OCN | Priority Boarding | 15&32 Kgs Baggage | Special Equipment (Surf, Golf, Sky...) |
| Aaron Group              | ●        |               |           |          |                        |           |                           | ●              | ●           |              |     |             | ●            | ●            | ●   | ●                 |                                   |                       |                    | ●                |                   |    |             |     |                   |                   |  |
| AER Content Connection   | ●        |               |           |          |                        | ●         |                           | ●              | ●           |              |     |             |              |              | ●   |                   |                                   |                       |                    |                  |                   |    |             |     |                   |                   |  |
| Airgateway               | ●        | ●             | ●         |          |                        | ●         |                           | ●              | ●           |              |     | ●           | ●            | ●            | ●   | ●                 |                                   |                       |                    |                  | ●                 | ●  | ●           | ●   |                   |                   |  |
| Atrius Technologies      | ●        | ●             | ●         | ●        |                        |           |                           | ●              | ●           |              |     | ●           | ●            | ●            | ●   | ●                 |                                   |                       |                    | ●                |                   | ●  | ●           | ●   |                   |                   |  |
| Berlogic                 | ●        |               |           | ●        |                        |           |                           | ●              | ●           |              |     |             | ●            |              | ●   |                   |                                   |                       |                    |                  |                   |    |             |     |                   |                   |  |
| Beroni                   | ●        | ●             |           |          |                        | ●         |                           | ●              | ●           |              |     | ●           | ●            |              | ●   |                   |                                   |                       | ●                  |                  |                   |    | ●           |     |                   |                   |  |
| Clarity Travel           | ●        | ●             | ●         |          |                        | ●         |                           | ●              | ●           |              |     | ●           | ●            |              | ●   | ●                 |                                   |                       |                    |                  |                   |    |             |     |                   |                   |  |
| CVC                      | ●        |               |           |          |                        |           |                           | ●              |             |              |     |             |              |              | ●   |                   |                                   |                       |                    |                  |                   |    |             |     |                   |                   |  |
| Duffel                   | ●        | ●             |           |          |                        |           |                           | ●              | ●           |              |     |             |              |              | ●   |                   |                                   |                       |                    |                  | ●                 |    |             |     |                   |                   |  |
| EasyLinkZ                | ●        |               |           |          |                        |           |                           | ●              |             |              |     |             |              |              | ●   |                   |                                   |                       |                    |                  |                   | ●  |             |     |                   |                   |  |
| Endixi Travel Connection | ●        |               |           |          |                        |           |                           | ●              |             |              |     | ●           |              |              | ●   |                   |                                   |                       |                    |                  |                   |    |             |     |                   |                   |  |
| Envision                 | ●        |               |           |          |                        |           |                           |                |             |              |     | ●           |              |              | ●   |                   |                                   |                       |                    |                  |                   |    |             |     |                   |                   |  |
| Grupo CDV                | ●        | ●             |           |          |                        | ●         |                           | ●              |             |              |     |             |              |              | ●   |                   |                                   |                       |                    |                  |                   |    | ●           |     |                   |                   |  |
| Gordian                  | ●        | ●             | ●         |          |                        |           |                           | ●              |             |              |     | ●           | ●            |              | ●   | ●                 |                                   |                       |                    | ●                |                   |    | ●           | ●   |                   |                   |  |
| Grupolris                | ●        | ●             | ●         | ●        |                        | ●         |                           | ●              | ●           |              |     | ●           | ●            | ●            | ●   | ●                 | ●                                 |                       | ●                  | ●                | ●                 | ●  |             |     |                   |                   |  |
| Hitchhiker               | ●        | ●             |           |          |                        | ●         |                           | ●              | ●           |              |     | ●           | ●            |              | ●   |                   |                                   |                       | ●                  |                  |                   |    |             |     |                   |                   |  |
| Ideas Fractal            | ●        | ●             |           |          |                        |           |                           | ●              | ●           |              |     | ●           | ●            |              | ●   | ●                 |                                   |                       |                    |                  |                   |    | ●           |     |                   |                   |  |
| KYTE                     | ●        |               |           | ●        |                        |           |                           | ●              | ●           |              |     | ●           | ●            |              | ●   |                   |                                   |                       |                    |                  |                   |    | ●           |     |                   |                   |  |
| Lemontech                | ●        |               | ●         |          |                        |           |                           |                | ●           | ●            |     |             |              |              | ●   |                   |                                   |                       |                    |                  |                   |    |             |     |                   |                   |  |
| Lieego                   | ●        | ●             | ●         | ●        |                        | ●         |                           | ●              | ●           |              | ●   | ●           | ●            | ●            | ●   | ●                 | ●                                 |                       | ●                  | ●                | ●                 | ●  | ●           | ●   | ●                 | ●                 | ●                                      |
| NDC- X Amadeus           | ●        | ●             | ●         |          |                        | ●         |                           | ●              | ●           |              |     |             |              |              | ●   | ●                 |                                   |                       | ●                  |                  |                   | ●  |             | ●   |                   |                   |  |

# Service Providers IB NDC - Appendix I



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## IB NDC – Services available through Service Providers

|                    | Shopping |               |           |          |                        |           | Create & Payment          |                |             |              |     |             | Servicing    |              |     |                   |                                   |                       |                    |                 | Special Services  |    |             |     |                   |                   |  |
|--------------------|----------|---------------|-----------|----------|------------------------|-----------|---------------------------|----------------|-------------|--------------|-----|-------------|--------------|--------------|-----|-------------------|-----------------------------------|-----------------------|--------------------|-----------------|-------------------|----|-------------|-----|-------------------|-------------------|--|
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| New Passengy       | ●        | ●             | ●         |          | ●                      | ●         |                           | ●              | ●           |              |     | ●           | ●            | ●            | ●   |                   |                                   |                       | ●                  |                 | ●                 | ●  |             |     |                   |                   |  |
| Netviax            | ●        | ●             |           |          |                        | ●         |                           | ●              | ●           |              |     |             |              |              |     | ●                 |                                   |                       |                    |                 |                   |    |             |     | ●                 |                   |  |
| Next-IT            | ●        | ●             |           |          |                        |           |                           | ●              | ●           |              |     |             |              |              | ●   |                   |                                   |                       |                    | ●               | ●                 |    |             |     |                   |                   |  |
| Offidesk           | ●        | ●             |           |          | ●                      |           |                           | ●              | ●           |              |     | ●           | ●            |              | ●   |                   |                                   | ●                     |                    |                 |                   | ●  |             |     |                   |                   |  |
| Ofimática          | ●        | ●             |           | ●        | ●                      |           |                           | ●              | ●           |              |     | ●           | ●            |              | ●   |                   |                                   | ●                     |                    |                 |                   | ●  |             |     |                   |                   |  |
| Onesto             | ●        | ●             | ●         | ●        |                        |           |                           | ●              | ●           |              | ●   | ●           | ●            |              | ●   |                   |                                   |                       |                    |                 |                   | ●  |             |     |                   |                   |  |
| Orchestra          | ●        | ●             |           |          |                        |           |                           | ●              |             |              |     |             | ●            |              | ●   |                   |                                   |                       |                    |                 |                   | ●  |             |     |                   |                   |  |
| Pipeline           | ●        | ●             | ●         | ●        | ●                      |           |                           | ●              | ●           |              |     | ●           | ●            |              | ●   |                   |                                   | ●                     |                    |                 | ●                 | ●  |             |     |                   |                   |  |
| PKFARE-Traveltolka | ●        |               |           | ●        |                        |           |                           | ●              |             |              |     |             |              |              |     |                   |                                   |                       |                    |                 | ●                 | ●  |             |     |                   |                   |  |
| Polaris            | ●        |               |           |          |                        |           |                           | ●              |             |              |     |             |              |              |     |                   |                                   |                       |                    |                 |                   |    |             |     |                   |                   |  |
| Portal IAG         | ●        | ●             |           | ●        | ●                      |           |                           | ●              | ●           |              | ●   | ●           | ●            | ●            | ●   | ●                 |                                   | ●                     | ●                  | ●               | ●                 | ●  | ●           |     |                   |                   |  |
| Servivuelo         | ●        | ●             | ●         | ●        | ●                      |           |                           | ●              | ●           |              |     |             | ●            |              | ●   |                   |                                   | ●                     | ●                  | ●               | ●                 | ●  |             |     |                   |                   |  |
| Thomalex           | ●        |               |           |          | ●                      |           |                           | ●              |             |              |     | ●           |              |              | ●   |                   |                                   |                       |                    |                 |                   |    |             |     |                   |                   |  |
| TravCon Ex         | ●        | ●             | ●         |          |                        |           |                           | ●              | ●           |              |     |             |              |              | ●   |                   |                                   |                       |                    |                 |                   | ●  |             |     |                   |                   |  |
| TravelNDC          | ●        |               |           |          |                        |           |                           | ●              |             |              |     |             |              |              | ●   |                   |                                   |                       |                    |                 |                   |    |             |     |                   |                   |  |
| Travelsky          | ●        |               |           |          |                        |           |                           | ●              |             |              |     |             |              |              | ●   |                   | ●                                 |                       |                    |                 |                   |    |             |     |                   |                   |  |
| Travelfusion       | ●        | ●             | ●         | ●        | ●                      |           |                           | ●              | ●           |              | ●   | ●           | ●            | ●            | ●   | ●                 |                                   | ●                     | ●                  | ●               | ●                 | ●  | ●           |     |                   | ●                 |  |
| Travelloop         | ●        | ●             | ●         | ●        | ●                      |           |                           | ●              | ●           |              |     | ●           | ●            | ●            | ●   | ●                 |                                   | ●                     | ●                  | ●               | ●                 | ●  |             |     |                   |                   |  |
| TripStack          | ●        |               |           |          |                        |           |                           | ●              |             |              |     | ●           | ●            |              | ●   |                   |                                   |                       |                    |                 |                   |    |             |     |                   |                   |  |
| Verteil            | ●        |               |           |          |                        |           |                           | ●              |             |              |     |             |              |              | ●   |                   |                                   |                       |                    |                 |                   |    |             |     |                   |                   |  |
| Wooba              | ●        |               |           |          |                        |           |                           | ●              | ●           | ●            |     | ●           | ●            |              | ●   |                   |                                   |                       |                    |                 |                   |    |             |     |                   |                   |  |
| WebSky             | ●        |               |           |          |                        |           |                           | ●              |             |              |     | ●           | ●            |              | ●   | ●                 | ●                                 |                       | ●                  |                 |                   |    |             |     |                   |                   |  |
| Ypsilon.Net        | ●        | ●             |           |          |                        |           |                           | ●              | ●           |              | ●   | ●           | ●            |              | ●   |                   |                                   |                       |                    |                 |                   | ●  |             |     |                   |                   |  |

# Thank you!

Don't think twice. If you have not yet registered in the Iberia NDC, now you have the opportunity to do so and offer your customers all the news, offers and services that you will have available once you are registered.

